Panasonic

Operating Instructions

5.8 GHz Digital Cordless Phone

Model No. **KX-TG4381AL**

with 2 Handsets

Model No. **KX-TG4382AL**

5.8 GHz Digital Cordless Answering System

Model No. **KX-TG4391AL**

with 2 Handsets

Model No. **KX-TG4392AL**

with 3 Handsets

Model No. **KX-TG4393AL**

with 4 Handsets

Model No. **KX-TG4394AL**

Model shown is KX-TG4381AL.

This unit is compatible with Caller ID. You must subscribe to the appropriate service offered by your service provider/telephone company.

Charge the batteries for about 7 hours before initial use.

Please read these operating instructions before using the unit and save them for future reference.

Table of Contents

Product information

Thank you for purchasing a Panasonic digital cordless phone.
- The suffix (AL) in the following model numbers will be omitted in these instructions:
  KX-TG4381AL/KX-TG4382AL/KX-TG4391AL/KX-TG4392AL/KX-TG4393AL/
  KX-TG4394AL
- References in these operating instructions to the charger and multiple handsets
  are for KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394 only.

Notable differences between the models

KX-TG4381 series
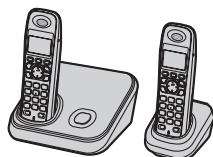
- Model shown is KX-TG4382.

Model No.	Base unit	Handset	
	Part No.	Part No.	Quantity
KX-TG4381	KX-TG4381	KX-TGA433	1
KX-TG4382	KX-TG4381	KX-TGA431	2

KX-TG4391 series

- Model shown is KX-TG4394.

Model No.	Base unit	Handset	
	Part No.	Part No.	Quantity
KX-TG4391	KX-TG4391	KX-TGA431	1
KX-TG4392	KX-TG4391	KX-TGA431	2
KX-TG4393	KX-TG4391	KX-TGA431	3
KX-TG4394	KX-TG4391	KX-TGA431	4

Feature differences

Model No.	Answering system	Intercom	
		⬛ ⇔ 📱 *1	📱 ⇔ 📱 *2
KX-TG4381	–	–	–
KX-TG4382	–	–	●
KX-TG4391	●	●	–
KX-TG4392	●	●	●
KX-TG4393	●	●	●
KX-TG4394	●	●	●

*1 Intercom calls can be made between the handset and base unit.

*2 Intercom calls can be made between the handsets.

Accessory information

Supplied accessories

No.	Accessory item/ Part number	Quantity			
		KX-TG4381/ KX-TG4391	**KX-TG4382/ KX-TG4392**	**KX-TG4393**	**KX-TG4394**
①	AC adaptor for base unit/ PQLV207AL	1	1	1	1
②	Telephone line cord	1	1	1	1
③	Wall mounting adaptor	1	1	1	1
④	Rechargeable batteries[*1]	2	4	6	8
⑤	Handset cover[*2]	1	2	3	4
⑥	Belt clip	1	2	3	4
⑦	Charger	–	1	2	3
⑧	AC adaptor for charger/ PQLV209AL	–	1	2	3

*1 See page 5 for replacement battery information.
*2 The handset cover comes attached to the handset.
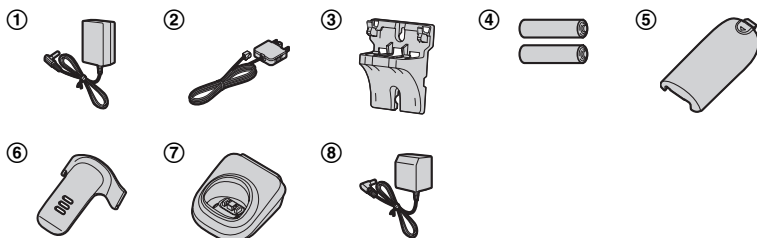
Replacement battery information

- Please contact your nearest Panasonic dealer for sales information.
- Replace batteries only with a nickel metal hydride (Ni-MH) type of battery. This model requires 2 AAA (R03) batteries for every handset. For best performance, we recommend using Panasonic rechargeable batteries (Order No. HHR-4MPT/2B).

For your safety

To prevent severe injury and loss of life/property, read this section carefully before using the product to ensure proper and safe operation of your product.

WARNING

Power connection

● Use only the power source marked on the product.

● Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.

● Completely insert the AC adaptor/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.

● Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.

● Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact an authorised service centre.

● Never touch the plug with wet hands. Danger of electric shock exists.

Installation

● To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.

● Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms.

Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.

● It is advised not to use the equipment at a refuelling point. Users are reminded to observe restrictions on the use of radio equipment in fuel depots, chemical plants or where blasting operations are in progress.

Operating safeguards

● Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.

● Do not disassemble the product.

● Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall socket, and do not use.

Medical

● Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 5.76 GHz to 5.84 GHz, and the RF transmission power is 200 mW (max.).)

● Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

CAUTION

Installation and relocation

- Never install telephone wiring during an electrical storm.
- Never install telephone line sockets in wet locations unless the socket is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.
- This product is unable to make calls when:
  – the handset batteries need recharging or have failed.
  – there is a power failure.

Battery

- We recommend using the batteries noted on page 5. **USE ONLY rechargeable Ni-MH batteries AAA (R03) size.**
- Do not mix old and new batteries.
- Do not open or mutilate the batteries. Released electrolyte from the batteries is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care when handling the batteries. Do not allow conductive materials such as rings, bracelets or keys to touch the batteries, otherwise a short circuit may cause the batteries and/or the conductive material to overheat and cause burns.

- Charge the batteries provided with or identified for use with this product only, in accordance with the instructions and limitations specified in this manual.
- Only use a compatible base unit (or charger) to charge the batteries. Do not tamper with the base unit (or charger). Failure to follow these instructions may cause the batteries to swell or explode.

General notice

- Please ensure that a separate telephone, not dependent on local power, is available for emergency use.
- This equipment will be inoperable when mains power fails.
- When a failure occurs which results in the internal parts becoming accessible, disconnect the power supply cord immediately and return the product to an authorised service centre.
- To minimise the possibility of lightning damage, when you know that a thunderstorm is coming, we recommend that you:
  – Unplug the telephone line cord from the phone socket.
  – Unplug the AC adaptor from the AC power outlet.
- No "000" or other calls can be made from this device during a mains power failure.
- The earpiece on the handset is magnetised and may retain small metallic objects.

Important safety instructions

When using your product, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Do not use this product near water for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone (including a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.
4. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

SAVE THESE INSTRUCTIONS

For best performance

Base unit location/avoiding noise
The base unit and other compatible Panasonic units use radio waves to communicate with each other.

● For maximum coverage and noise-free communications, place your base unit:
  – at a convenient, high, and central location with no obstructions between the handset and base unit in an indoor environment.
  – away from electronic appliances such as TVs, radios, personal computers, wireless devices or other phones.
  – avoid facing radio frequency transmitters, such as external antennas of mobile phone cell stations (avoid putting the base unit on a bay window or near a window).
● Coverage and voice quality depends on the local environmental conditions.
● If the reception for a base unit location is not satisfactory, move the base unit to another location for better reception.

Environment
● Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
● The product should be kept free from excessive smoke, dust, high temperature, and vibration.
● The product should not be exposed to direct sunlight.
● Do not place heavy objects on the power cord or top of the product.
● When you leave the product unused for a long period of time, unplug the product from the power outlet.
● The product should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 5 °C or greater than 40 °C. Damp basements should also be avoided.
● The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
● Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

Routine care

- **Wipe the outer surface of the product with a soft cloth.**
- Do not use benzine, thinner, or any abrasive powder.

Notice for product disposal, transfer, or return

- This product can store your private/confidential information. To protect your privacy/confidentiality, we recommend that you erase the information such as phonebook or caller list entries from the memory before you dispose of, transfer, or return the product.

Controls

Base unit

■ **KX-TG4381/KX-TG4382**
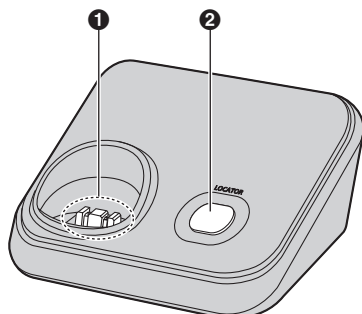
❶ **Charge contacts**
❷ 【**LOCATOR**】

■ **KX-TG4391/KX-TG4392/ KX-TG4393/KX-TG4394**
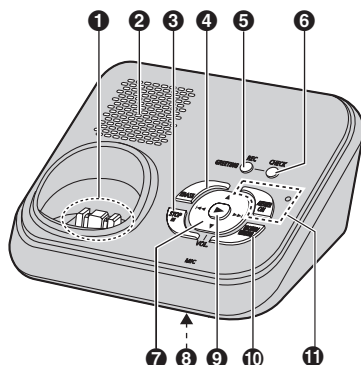
❶ **Charge contacts**
❷ **Speaker**
❸ 【■】**(STOP)**
❹ 【**ERASE**】
❺ 【**GREETING REC**】**(Recording)**
❻ 【**GREETING CHECK**】
❼ 【▲】**(VOL.: Volume up)**
   【▼】**(VOL.: Volume down)**
   【◄◄】**(Repeat)**
   【►►】**(Skip)**
❽ **MIC (Microphone)**
❾ 【►】**(Play)**
   Message indicator
❿ 【**LOCATOR**】 【**INTERCOM**】
⓫ 【**ANSWER ON**】
   ANSWER ON indicator

Handset
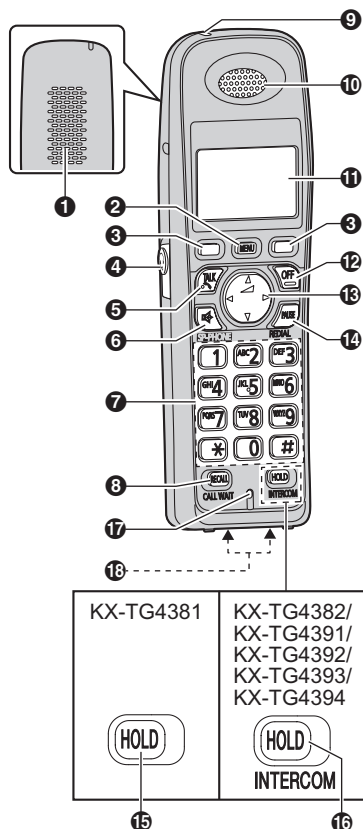
❶ **Speaker**
❷ **【MENU】**
❸ **Soft keys**
❹ **Headset socket**
❺ **【 ➦ 】 (TALK)**
❻ **【 ⏚ 】 (SP-PHONE: Speakerphone)**
❼ **Dial keypad**
❽ **【RECALL】 【CALL WAIT】**
❾ **Charge indicator**
   Ringer indicator
   Message indicator

KX-TG4381	KX-TG4382/ KX-TG4391/ KX-TG4392/ KX-TG4393/ KX-TG4394
(HOLD)	(HOLD) INTERCOM
❶⓯	❶⓰

❿ **Receiver**
⓫ **Display**
⓬ **【OFF】**
⓭ **Navigator key (【▲】/【▼】/【◄】/【►】)**
   ⏚ (Volume: 【▲】/【▼】)
⓮ **【PAUSE】 【REDIAL】**
⓯ **【HOLD】**
⓰ **【HOLD】 【INTERCOM】**
⓱ **Microphone**
⓲ **Charge contacts**

Using the navigator key

The handset navigator key can be used to navigate through menus and to select items shown on the display by pressing **【▲】**, **【▼】**, **【◄】**, or **【►】**.

To adjust the receiver or speaker volume, press **【▲】** to increase the volume, or press **【▼】** to decrease the volume repeatedly while talking.

Volume up
【▲】

【◄】   **【►】**

【▼】
Volume down
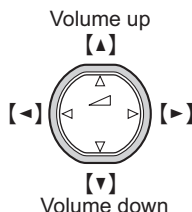
Soft keys

The handset features 2 soft keys. By pressing a soft key, you can select the feature shown directly above it on the display.

```
View        Phone
↓CID        book ↓
```
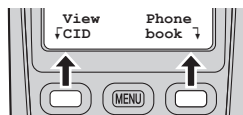
Display

Handset display items

Item	Meaning
▥▥▥	Battery level
[1]	Handset number[*1]
Line in use	Someone is using the line.

*1 KX-TG4382/KX-TG4392/
KX-TG4393/KX-TG4394

Connections

Connect the AC adaptor cord (**❶**) by pressing the plug firmly (**❷**). Connect the telephone line cord until it clicks into the base unit and telephone line socket (**❸**).

Base unit

● Use only the supplied Panasonic AC adaptor PQLV207AL.
● Use only the supplied telephone line cord. Using another telephone line cord may not allow the unit to work properly.
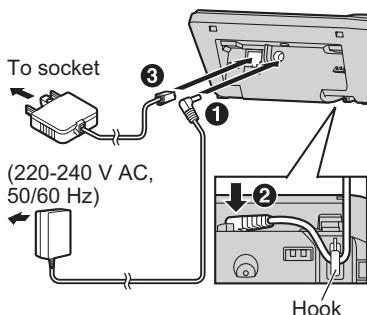

To socket

(220-240 V AC, 50/60 Hz)

Hook

Charger

Available for:
KX-TG4382/KX-TG4392/
KX-TG4393/KX-TG4394

● Use only the supplied Panasonic AC adaptor PQLV209AL.

Hooks

➡ (220–240 V AC, 50/60 Hz)
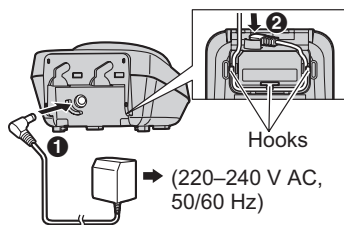
Note:
● The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
● The AC adaptor should be connected to a vertically oriented or floor-mounted AC outlet. Do not connect the AC adaptor to a ceiling-mounted AC outlet, as the weight of the adaptor may cause it to become disconnected.
● The unit is not designed to be used with rotary/pulse dialling services.

During a power failure
The unit will not work during a power failure. We recommend connecting a corded-type telephone (without AC adaptor) to the same telephone line or to the same telephone line socket using a telephone double adaptor.

If you subscribe to a DSL/ADSL service
Please attach a DSL/ADSL filter (contact your DSL/ADSL provider) to the telephone line between the base unit and the telephone line socket in the event of the following:

– noise is heard during conversations.
– Caller ID features do not function properly.

To socket

DSL/ADSL filter
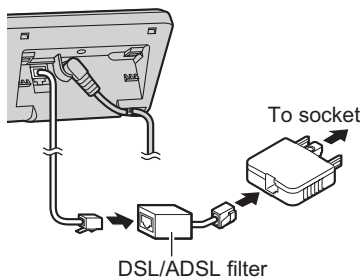
Battery installation and replacement

Important:

● Use the supplied rechargeable batteries (Part No. HHR-65AAAB).
● When installing the batteries:
  – Wipe the battery ends ($\oplus$, $\ominus$) with a dry cloth.
  – Avoid touching the battery ends ($\oplus$, $\ominus$) or the unit contacts.
  – Ensure correct polarities ($\oplus$, $\ominus$).
● When replacing the batteries:
  – USE ONLY rechargeable Ni-MH batteries AAA (R03) size.
  – Do NOT use Alkaline/Manganese/Ni-Cd batteries.
  – We recommend using the Panasonic rechargeable batteries noted on page 5, 7.

1 Press the notch on the handset cover firmly, and slide it in the direction of the arrow.
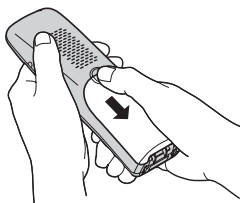
2 Insert the batteries negative ($\ominus$) end first. Close the handset cover.

Rechargeable Ni-MH ONLY
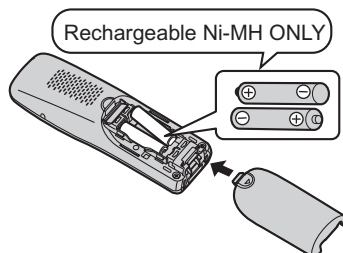
Note:

● When replacing batteries, remove the old batteries.

13
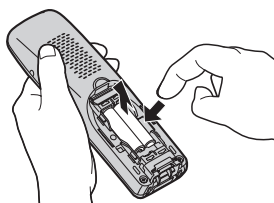
Battery charge

Place the handset on the base unit or charger for about 7 hours before initial use.

● While charging, **"Charging"** is displayed and the charge indicator on the handset lights up. When the batteries are fully charged, **"Charge completed"** is displayed.

Base unit: **Charger**[*1]**:**
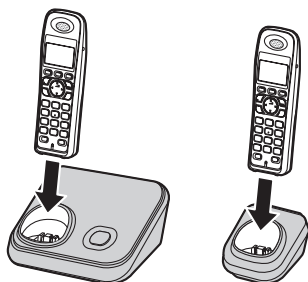
*1 KX-TG4382/KX-TG4392/
KX-TG4393/KX-TG4394

Note:

● It is normal for the handset to feel warm during charging.
● If you want to use the handset immediately, charge the batteries for at least 15 minutes.
● Clean the charge contacts of the handset, base unit, and charger with a soft and dry cloth once a month. Clean more often if the unit is exposed to grease, dust, or high humidity.

Battery level

| Battery icon	Battery level
▮▮▮	High
▮▮	Medium
▮	Low ● When flashing: Needs to be charged.
▭	Empty

Note:

● **KX-TG4381/KX-TG4382**
The batteries need to be charged if the handset beeps while you are engaged in a call.
● **KX-TG4391/KX-TG4392/ KX-TG4393/KX-TG4394**
The batteries need to be charged if the handset beeps while you are engaged in a call or operating the answering system remotely.

Panasonic Ni-MH battery performance (supplied batteries)

Operation	Operating time
In continuous use	5 hours max.
Not in use (standby)	11 days max.
While using the clarity booster feature (page 18)	3 hours max.

Note:

● Actual battery performance depends on a combination of how often the handset is in use and how often it is not in use (standby).
● Even after the handset is fully charged, the handset can be left on

the base unit or charger without any ill effect on the batteries.

● The battery level may not be displayed correctly after you replace the batteries. In this case, place the handset on the base unit or charger and let it charge for at least 7 hours.

Symbols used in these operating instructions

Symbol	Meaning
[ ]	The words in the brackets indicate button names/soft key names on the handset and base unit. **Example:** Unit keys: **[**☎**]**, **[OFF]** Soft keys: **[View CID]**, **[Phonebook]**
→	Proceed to the next operation.
" "	The words in quotations indicate the menu on the display. **Example: "Alarm"**
[▼]/[▲]: " "	Press **[▼]** or **[▲]** to select the words in quotations. **Example:** **[▼]/[▲]**: **"Off"**

Setting up the unit before use

Date and time

1 **[MENU]** → **[♯][1][0][1]**

2 Enter the current date, month, and year by selecting 2 digits for each. **Example:** 15 July, 2008 **[1][5] [0][7] [0][8]**

3 Enter the current hour and minute (12-hour clock format) by selecting 2 digits for each. **Example:** 9:30 **[0][9] [3][0]**

4 **[AM/PM]**: Select **"AM"** or **"PM"**.

5 **[Save]** → **[OFF]**

Note:

● To correct a digit, press **[▲]**, **[▼]**, **[◄]**, or **[►]** to move the cursor to the digit, then make the correction.

● The date and time may be incorrect after a power failure. In this case, set the date and time again.

Headset (optional)

Connecting a headset to the handset allows for hands-free conversations.

Note:

● Only telecommunications compliance labelled headset should be plugged into the headset socket on the handset.

Switching a call between the headset and handset speakerphone
To switch to the handset speakerphone, press **[**⌕**]**.
To return to the headset, press **[**☎**]**.

Making calls

1 Lift the handset and dial the phone number.
   - To correct a digit, press **【Clear】**.
2 Press **【➚】** or **【Call】**.
3 When you finish talking, press **【OFF】** or place the handset on the base unit or charger.

Using the speakerphone

1 Dial the phone number, and press **【📢】**.
   - Speak alternately with the other party.
2 When you finish talking, press **【OFF】**.

Note:
- For best performance, use the speakerphone in a quiet environment.
- To switch back to the receiver, press **【➚】**.

Adjusting the receiver or speaker volume

Press **【▲】** or **【▼】** repeatedly while talking.

Making a call using the redial list

The last 5 phone numbers dialled are stored in the redial list (each 48 digits max.).

1 **【REDIAL】**
2 **【▼】/【▲】**: Select the desired phone number.
3 **【➚】**

Erasing a number in the redial list

1 **【REDIAL】**
2 **【▼】/【▲】**: Select the desired phone number.

3 **【Erase】** → **【Yes】** → **【OFF】**

Pause (for PBX/long distance service users)

A pause is sometimes required when making calls using a PBX or long distance service. When storing a calling card access number and/or PIN in the phonebook, a pause is also needed (page 20).

Example: If you need to dial the line access number "9" when making outside calls with a PBX:

1 **【9】** → **【PAUSE】**
2 Dial the phone number. → **【➚】**

Note:
- A 3.5 second pause is inserted each time **【PAUSE】** is pressed. Repeat as needed to create longer pauses.

Answering calls

When a call is being received, the ringer indicator flashes rapidly.

1 Lift the handset and press **【➚】** or **【📢】** when the unit rings.
   - You can also answer the call by pressing any dial key from **【0】** to **【9】**, **【✳】**, or **【♯】**. (**Any key answer feature**)
2 When you finish talking, press **【OFF】** or place the handset on the base unit or charger.

Auto talk

You can answer calls simply by lifting the handset off the base unit or charger. You do not need to press **【➚】**. To turn this feature on, see page 23.

Adjusting the handset ringer volume

Press 【▲】 or 【▼】 repeatedly to select the desired volume while the handset is ringing for an incoming call.

Note:
● You can also program the handset ringer volume beforehand (page 23).

Temporary handset ringer off

While the handset is ringing for a call, you can turn the ringer off temporarily by pressing 【OFF】.

Adjusting the base unit ringer volume

Available for:
KX-TG4391/KX-TG4392/ KX-TG4393/KX-TG4394

Press 【▲】 or 【▼】 repeatedly to select the desired volume.

● To turn the ringer off, press and hold 【▼】 until the unit beeps 2 times.

Useful features during a call

Hold

This feature allows you to put an outside call on hold.

1   Proceed with the operation for your model.
    ■ **KX-TG4381**
    Press 【HOLD】 during an outside call.
    ■ **KX-TG4382/KX-TG4391/**
       KX-TG4392/KX-TG4393/
       KX-TG4394
    Press 【HOLD】 2 times during an outside call.

2   To release hold, press 【➡】.
    ● Another handset user can take the call by pressing 【➡】. (KX-TG4382/KX-TG4392/ KX-TG4393/KX-TG4394)

Note:
● If a call is kept on hold for more than 9 minutes, an alarm tone starts to sound and the ringer indicator flashes rapidly. After 1 additional minute on hold, the call is disconnected.
● If another phone is connected to the same line (page 12), you can also take the call by lifting its handset.

Mute

While mute is turned on, you can hear the other party, but the other party cannot hear you.

1 Press **[Mute]** during an outside call.
- **[Mute]** flashes.

2 To return to the conversation, press **[Mute]** again.

Note:
- **[Mute]** is a soft key visible on the handset display during a call.

Recall

[RECALL] allows you to use the special features of your host PBX such as transferring an extension call, or accessing optional telephone services.

Note:
- To change the recall time, see page 23.

Handset clarity booster

This feature can improve sound clarity when the handset is used in an area where there may be interference. During an outside call, this feature is turned on automatically when necessary.

- When this feature is turned on, **"BOOST"** flashes.
- While this feature is turned on:
  - the battery operating time is shortened (page 14).
  - the maximum number of extensions that can be used at a time may decrease. (KX-TG4393/KX-TG4394)

Call share

Available for:
KX-TG4382/KX-TG4392/
KX-TG4393/KX-TG4394

This feature allows you to join an existing outside call.
To join the conversation, press **[⤵]** when the other handset is on an outside call.

Note:
- A maximum of 4 parties (including 1 outside party) can join a conversation using 3 extensions. (KX-TG4393/KX-TG4394)
- While handset clarity booster is turned on, the maximum number of participating parties may decrease. (KX-TG4393/KX-TG4394)

Phonebook

The phonebook allows you to make calls without having to dial manually. You can add 50 names and phone numbers to the phonebook.

Important:

● KX-TG4382/KX-TG4392/ KX-TG4393/KX-TG4394: If you add entries on one handset, the entries can be shared on all handsets. Only 1 person can access the phonebook at a time.

Adding entries

1 **[Phonebook]**

2 **[Add]**

3 Enter the party's name (16 characters max.). → **[Next]**

4 Enter the party's phone number (32 digits max.). → **[Next]** → **[Save]**
   ● To add other entries, repeat from step 2.

5 **[OFF]**

Note:

● Caller ID subscribers can use ringer ID feature (page 27).

Character table for entering names

Key	Character
[1]	& ' ( ) , – . / 1
[2]	a b c A B C 2
[3]	d e f D E F 3
[4]	g h i G H I 4
[5]	j k l J K L 5
[6]	m n o M N O 6
[7]	p q r s P Q R S 7
[8]	t u v T U V 8
[9]	w x y z W X Y Z 9

Key	Character
[0]	0 Space
[✳]	✳
[♯]	#

● To enter another character that is located on the same dial key, first press **[►]** to move the cursor to the next space.

Correcting a mistake

Press **[◄]** or **[►]** to move the cursor to the character or number you want to erase, then press **[Clear]**. Enter the appropriate character or number.

● Press and hold **[Clear]** to erase all characters or numbers.

Finding and calling a phonebook entry

Scrolling through all entries

1 **[Phonebook]** → **[Search]**

2 **[▼]**/**[▲]**: Select the desired entry.

3 **[✆]**

Searching by first character (alphabetically)

1 **[Phonebook]** → **[Search]**

2 Press the dial key (**[0]** – **[9]**, **[✳]**, or **[♯]**) which contains the character you are searching for (page 19).
   ● Press the same dial key repeatedly to display the first entry corresponding to each character located on that dial key.
   ● If there is no entry corresponding to the character you selected, the next entry is displayed.

3 **[▼]**/**[▲]**: Scroll through the phonebook if necessary.

4 **[**🔽**]**

Editing entries

1 Find the desired entry (page 19).
   → **[Option]**

2 **[**▼**]**/**[**▲**]**: "**Edit**" → **[Select]**

3 Edit the name if necessary (16 characters max.; page 19). → **[Next]**

4 Edit the phone number if necessary (32 digits max.). → **[Next]** → **[Save]** → **[OFF]**

Erasing entries

1 Find the desired entry (page 19).

2 **[Erase]** → **[Yes]** → **[OFF]**

Chain dial

This feature allows you to dial phone numbers in the phonebook while you are on a call. This feature can be used, for example, to dial a calling card access number or bank account PIN that you have stored in the phonebook, without having to dial manually.

1 During an outside call, press **[MENU]**.
   ● Instead of pressing **[MENU]**, you can also press **[Ph.book]** if it is shown on the display.

2 **[**▼**]**/**[**▲**]**: Select the desired entry.

3 Press **[Call]** to dial the number.

Note:

● When storing a calling card access number and your PIN in the phonebook as one phonebook entry, press **[PAUSE]** to add pauses after the number and PIN as necessary (page 16).

20

Programmable settings

You can customise the unit by programming the following features using the handset.
To access the features, there are 2 methods:

– scrolling through the display menus (page 21)
– using the direct commands (page 23)

● Mainly the direct command method is used in these operating instructions.

Programming by scrolling through the display menus

1 **[MENU]**
2 Press **[v]** or **[▲]** to select the desired main menu. → **[Select]**
3 Press **[v]** or **[▲]** to select the desired item in sub-menu 1. → **[Select]**
   ● In some cases, you may need to select from sub-menu 2. → **[Select]**
4 Press **[v]** or **[▲]** to select the desired setting. → **[Save]**
   ● This step may vary depending on the feature being programmed.
   ● To exit the operation, press **[OFF]**.

Note:

● See page 23 for the default settings.

Main menu	Sub-menu 1	Sub-menu 2	Page
`Message play` (KX-TG4391/ KX-TG4392/ KX-TG4393/ KX-TG4394)	–	–	32
`V.M. access`	–	–	36
`Night mode`	`On/Off`	–	25
	`Start/End`	–	25
`Ringer setting`	`Ringer volume`	–	–
	`Ringer tone`	–	–
`Set date & time`	`Date and time`[*1]	–	15
	`Alarm`	–	25
	`Time adjustment`[*1, *2]	–	–
`Customer support`	–	–	26

Main menu	Sub-menu 1	Sub-menu 2	Page
Initial setting	Set answering (KX-TG4391/ KX-TG4392/ KX-TG4393/ KX-TG4394)	Ring count[*1]	34
		Recording time[*1]	35
		Remote code[*1]	33
	Voice Mail	Store VM access#[*1]	36
	Message alert	–	35
	LCD contrast	–	–
	Key tone	–	–
	Auto talk	–	16
	Set area code[*1]	–	28
	Set tel line	Set dial mode[*1]	43
		Set recall time[*1]	18
		Set line mode[*1]	–
	Registration	HS registration	46
		Deregistration	46

*1 If you program these settings using one of the handsets, you do not need to program the same item using another handset. (KX-TG4382/KX-TG4392/ KX-TG4393/KX-TG4394)

*2 This feature allows the unit to automatically adjust the date and time setting when caller information is received. To use this feature, set the date and time first.

Programming using the direct commands

1 **[MENU]** → **[♯]**

2 Enter the desired feature code.

3 Enter the desired setting code. → **[Save]**
  ● This step may vary depending on the feature being programmed.
  ● To exit the operation, press **[OFF]**.

Note:

● In the following table, < > indicates the default settings.

Feature	Feature code	Setting code	System setting[*1]	Page
Auto talk[*2]	**[2][0][0]**	**[1]**: On **[0]**: <Off>	–	16
Customer support	**[6][8][0]**	–	–	26
Date and time	**[1][0][1]**	–	●	15
Deregistration	**[1][3][1]**	–	–	46
HS registration (Handset registration)	**[1][3][0]**	–	–	46
Key tone[*3]	**[1][6][5]**	**[1]**: <On> **[0]**: Off	–	–
LCD contrast (Display contrast)	**[1][4][5]**	**[1]**–**[6]**: Level 1–6 <3>	–	–
Message alert	**[3][4][0]**	**[1]**: <On> **[0]**: Off	–	35
Night mode (On/Off)	**[2][3][8]**	**[1]**: On **[0]**: <Off>	–	25
Night mode (Start/End)	**[2][3][7]**	<11:00 PM/06:00 AM>	–	25
Ringer tone[*4] (Handset)	**[1][6][1]**	**[1]**–**[3]**: Tone <1>–3 **[4]**–**[7]**: Melody 1–4	–	–
Ringer volume (Handset)	**[1][6][0]**	**[1]**: Low **[2]**: Medium **[3]**: <High> **[0]**: Off	–	–
Set alarm	**[7][2][0]**	**[1]**: Once **[2]**: Daily **[0]**: <Off>	–	25
Set area code	**[2][5][5]**	–	●	28
Set dial mode	**[1][2][0]**	–	●	43
Set line mode[*5]	**[1][2][2]**	**[1]**: A **[2]**: <B>	●	–
Set recall time[*6]	**[1][2][1]**	**[1]**: 700ms **[2]**: 600ms **[3]**: 400ms **[4]**: 300ms **[5]**: 250ms **[6]**: 110ms **[7]**: <100ms> **[8]**: 90ms	●	18

Feature	Feature code	Setting code	System setting[1]	Page
Store VM access#	**[3][3][1]**	–	●	36
Time adjustment[7] (Caller ID subscribers only)	**[2][2][6]**	**[1]**: **<Caller ID [auto]>** **[0]**: **Manual**	●	–
V.M. access	**[3][3][0]**	–	–	36

For the answering system (KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394)

Feature	Feature code	Setting code	System setting[1]	Page
Message play	**[3][0][0]**	–	–	32
Recording time	**[3][0][5]**	**[1]**: **1min [2]**: **2min** **[3]**: **<3min>** **[0]**: **Greeting only**	●	35
Remote code	**[3][0][6]**	**<111>**	●	33
Ring count	**[2][1][1]**	**[2]**–**[7]**: 2–7 rings **<4>** **[0]**: **Toll saver**	●	34

*1 If "System setting" column is checked, you do not need to program the same item using another handset. (KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394)

*2 If you subscribe to Caller ID service and want to view the caller's information after lifting up the handset to answer a call, turn off this feature.

*3 Turn this feature off if you prefer not to hear key tones while you are dialling or pressing any keys, including confirmation tones and error tones.

*4 If you select one of the melody ringer tones, the ringer tone will continue to play for several seconds even if the caller has already hung up. You may either hear a dial tone or no one on the line when you answer the call.

*5 Generally, the line mode setting should not be adjusted. If **"Line in use"** is not displayed when another phone connected to the same line is in use, you need to change the line mode to **"A"**.

*6 The recall time depends on your telephone exchange or host PBX. Contact your PBX supplier if necessary. You can access your service provider/telephone company "call waiting" service by having the recall time set at 100 ms, and then follow your service provider/telephone company "call waiting" instructions to operate this service.

*7 This feature allows the unit to automatically adjust the date and time setting when caller information is received. To use this feature, set the date and time first.

Special instructions for programmable settings

Night mode

Night mode allows you to select a span of time during which the handset will not ring for outside calls. This feature is useful for instances when you do not want to be disturbed, for example, while sleeping. Night mode can be set for each handset.

Important:

● Set the date and time beforehand (page 15).
● We recommend turning the base unit ringer off (page 17) and call screening off (page 30) in addition to turning the night mode on. (KX-TG4391/ KX-TG4392/KX-TG4393/ KX-TG4394)
● If you have set the alarm, the alarm sounds even if the night mode is turned on.

Setting the start and end time

1　**[MENU]** → **[♯][2][3][7]**
2　Enter the desired hour and minute you wish to start this feature.
3　**[AM/PM]**: Select **"AM"** or **"PM"**. → **[▼]**
4　Enter the desired hour and minute you wish to end this feature.
5　**[AM/PM]**: Select **"AM"** or **"PM"**.
6　**[Save]** → **[OFF]**

Note:

● To correct a digit, press **[▲]**, **[▼]**, **[◄]**, or **[►]** to move the cursor to the digit, then make the correction.

Turning night mode on/off

1　**[MENU]** → **[♯][2][3][8]**
2　**[▼]/[▲]**: Select **"On"** or **"Off"**. → **[Save]** → **[OFF]**

Note:

● When the night mode is turned on, **"Night mode"** is displayed during the selected period.

Alarm

You can set one of 2 different alarm options (once or daily) at a time for each handset. An alarm sounds at the set time for 1 minute.
You can choose an alarm sound from 3 tones and 4 melodies.

Important:

● Set the date and time beforehand (page 15).

1　**[MENU]** → **[♯][7][2][0]**
2　**[▼]/[▲]**: Select the desired alarm option. → **[Select]**

Off	Turns alarm off. Go to step 5.
Once	An alarm sounds once at the set time. Enter the desired date, month, and year.
Daily	An alarm sounds daily at the set time.

3　Set the desired time. → **[OK]**
4　**[▼]/[▲]**: Select the desired ringer tone. → **[Save]**
　　● If you set a tone or melody, we recommend selecting a different one for outside calls.
5　**[OFF]**

Note:
- To stop the alarm, press any dial key or place the handset on the base unit or charger.
- When the handset is in use, the alarm will not sound until the handset is in standby mode.
- If you select **"Once"**, the setting changes to **"Off"** after the alarm sounds.
- When the ringer volume for outside calls is set to off (page 23), the alarm sound is heard at a low level.

Customer support

The handset can display the Internet address where you can download the operating instructions or get further information for this product by using your computer.

1 **[MENU]** → **[♯][6][8][0]**
2 **[OFF]**

Using Caller ID service

Important:

- This unit is Caller ID compatible. To use Caller ID features (such as displaying caller phone numbers), you must subscribe to Caller ID service. Contact your service provider/telephone company for details.

Caller ID features

When an outside call is being received, the phone number is displayed.
Caller information for the last 50 callers is logged in the caller list from the most recent call to the oldest.

- If the unit cannot receive caller information, the following is displayed:
  - **"Out of area"**: The caller dialled from an area which does not provide Caller ID service.
  - **"Private caller"**: The caller requested not to send caller information.
- If the unit is connected to a PBX system, caller information may not be received properly. Contact your PBX supplier.
- If the name display service is available in your area, the display shows caller names. For further information, please contact your service provider/telephone company.

Missed calls

If a call is not answered, the unit treats the call as a missed call. The display shows **"Missed call"**. This lets you know if you should view the caller list to see who called while you were away.

Phonebook name display

When caller information is received and it matches a phone number stored in the phonebook, the stored name in the phonebook is displayed and logged in the caller list.

Call waiting and Caller ID compatible

If you subscribe to Caller ID service, your handset displays the 2nd caller's information while talking. After you hear a call waiting tone, the caller's phone number will be displayed.
You can answer the 2nd call, keeping the 1st call on hold.
Follow your service provider/telephone company instructions using **{RECALL}**.

- If the phone number is stored in the phonebook with its name, the caller's name will also be displayed.
- Please contact your service provider/telephone company for details and availability in your area.

For Caller ID Type II users

When you receive a 2nd call during a conversation, you will hear a signal tone following the call waiting tone and the **conversation will be interrupted or muted for a short period of time.** This is not a fault of the product as these events are normal.

- The tones are generated by your service provider/telephone company.

Ringer ID

This feature can help you identify who is calling by using different ringers for different callers stored in the phonebook. You can assign a different ringer to each phonebook entry. When a call is received from a caller stored in the

phonebook, the assigned ringer rings after the caller information is displayed. If you select **"No Ringer ID"** (default), the handset uses the ringer tone you selected on page 23 when a call is received from that caller.

● The ringer may be changed after the 2nd ring.

1 Find the desired item (page 19). →
【Option】

2 **【▼】/【▲】: "Ringer ID"** → **【Select】**

3 **【▼】/【▲】**: Select the desired setting.

4 **【Save】** → **【OFF】**

Note:
● When you assign the ringer ID to an entry in the phonebook using one handset, it is applied for all handsets. (KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394)

Caller list

Important:
● Only 1 person can access the caller list at a time. (KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394)

Viewing the caller list and calling back

1 **【View CID】**

2 Press **【▼】** to search from the most recent call, or **【▲】** to search from the oldest call.

3 To call back, press **【☎】**.
To exit, press **【OFF】**.

Note:
● If you do not want to dial the area codes when making calls from the caller list, you can store the area

codes which you want the unit to delete automatically (page 28).

● If the item has already been viewed or answered:
  – "✔" is displayed. (KX-TG4381/KX-TG4391)
  – "✔" is displayed, even if the item was viewed or answered using all handsets. (KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394)

● If an arrow **"→"** is displayed after the number, the whole phone number is not shown. Press **【►】** to see the remaining numbers. To return to the previous display, press **【◄】**.

Storing your area code

We recommend storing your area code before using Caller ID (page 27). Calls from the same area will be recorded in the caller list without the area code. You do not have to remove it before calling back the caller or storing in the phonebook.

1 **【MENU】** → **【♯】【2】【5】【5】**

2 Enter your area code (8 digits max.).
  ● To correct a digit, press **【◄】** or **【►】** to move the cursor, then press **【Clear】**. Enter the correct number.

3 **【Save】** → **【OFF】**

To erase your area code

1 **【MENU】** → **【♯】【2】【5】【5】**

2 Press and hold **【Clear】** until all digits erased. → **【Save】** → **【OFF】**

Editing a caller's phone number before calling back

You can edit a phone number in the caller list.

1 【View CID】

2 【▼】/【▲】: Select the desired entry.
   → 【Select】 → 【Edit】

3 Add or erase digits to the beginning of the number as necessary.
   ● To add a digit, press the desired dial key.
   ● To erase a digit, press 【Clear】 or 【♯】.

4 【📞】

Note:

● The edited phone number is not saved in the caller list.

Erasing selected caller information

1 【View CID】

2 【▼】/【▲】: Select the desired entry.

3 【Erase】 → 【Yes】 → 【OFF】

Erasing all caller information

1 【View CID】

2 【All erase】 → 【Yes】

Storing caller information into the phonebook

1 【View CID】

2 【▼】/【▲】: Select the desired entry.
   → 【Select】
   ● To edit the number, press 【Edit】, then edit the number (see step 3, "Editing a caller's phone number before calling back", page 29).

3 【Save】

● If there is name information for the caller, go to step 5.

4 Enter the name (16 characters max.; page 19). → 【Next】 → 【Save】

5 【OFF】

29

Answering system

Available for:
KX-TG4391/KX-TG4392/
KX-TG4393/KX-TG4394

The answering system can answer and record calls for you when you are unavailable to answer the phone.
You can also set the unit to play a greeting message but not to record caller messages. Select **"Greeting only"** as the recording time setting (page 35).

Important:

- Only 1 person can access the answering system (listen to messages, record a greeting message, etc.) at a time. (KX-TG4392/KX-TG4393/ KX-TG4394)
- When callers leave messages, the unit records the day and time of each message. Make sure the date and time have been correctly set (page 15).

Memory capacity

The total recording capacity (including your greeting message) is about 15 minutes. A maximum of 64 messages can be recorded.

Note:

- If message memory becomes full, the ANSWER ON indicator on the base unit flashes rapidly.
- When the message memory becomes full:
  - If you use the pre-recorded greeting message, the unit automatically switches to another pre-recorded greeting message asking callers to call again later.

- If you recorded your own greeting message, the same message is still announced to callers even though their messages are not recorded.

Turning the answering system on/off

Press **[ANSWER ON]** to turn on/off the answering system.

- When the answering system is turned on, the ANSWER ON indicator lights up.

Call screening

While a caller is leaving a message, you can listen to the call through the base unit's speaker. To adjust the speaker volume, press **[▲]** or **[▼]** repeatedly. You can answer the call by pressing **[✆]** on the handset.

Turning off the call screening feature
When the base unit is not in use, press **[GREETING CHECK]**, then press and hold **[▼]** until the base unit beeps. OR
While screening a call, press and hold **[▼]** until the sound goes off.

Note:

- If you adjust the speaker volume while listening to messages or talking on the intercom, the speaker volume for call screening is turned on again.

Greeting message

When the unit answers a call, callers are greeted by a greeting message. You can record your own greeting message or use a pre-recorded greeting message.

Recording your greeting message

You can record your own greeting message (2 minutes max.).

1 **[GREETING REC]**

2 Within 10 seconds, press **[GREETING REC]** again.

3 After the base unit beeps, speak clearly about 20 cm away from the MIC.

4 Press **[■]** (STOP) to stop recording.

Using a pre-recorded greeting message

If you erase or do not record your own greeting message, the unit plays a pre-recorded greeting message for callers and asks them to leave messages. If the message recording time (page 35) is set to **"Greeting only"**, caller messages are not recorded and the unit plays a different pre-recorded greeting message asking callers to call again.

Playing back the greeting message

Press **[GREETING CHECK]**.

Erasing your greeting message

If you erase your own greeting message, the unit plays a pre-recorded greeting message for callers.
Press **[GREETING CHECK]**, and then press **[ERASE]** while your greeting message is playing.

Listening to messages using the base unit

When new messages have been recorded, the message indicator on the base unit flashes.
Press **[►]**.

● If new messages have been recorded, the base unit plays back new messages.

● If there are no new messages, the base unit plays back all messages.

Operating the answering system

Key	Operation
[▲] or **[▼]**	Adjust the speaker volume
[◄◄]	Repeat message (during playback)[*1]
[►►]	Skip message (during playback)
[■] (STOP)	Pause message – To resume playback, press **[►]**. – To stop playback completely, press **[■]** (STOP) again.
[ERASE]	Erase currently playing message

*1 If pressed within the first 5 seconds of a message, the previous message is played.

Erasing all messages

Press **[ERASE]** 2 times while the unit is not being used.

Listening to messages using the handset

When new messages have been recorded:

– **"New message"** is displayed.
– The message indicator on the handset flashes slowly if the message alert feature is turned on (page 35).

1 **[MENU]**
2 **[v]/[▲]**: **"Message play"** → **[Select]**
   ● If new messages have been recorded, the handset plays back new messages.
   ● If there are no new messages, the handset plays back all messages.
3 When finished, press **[OFF]**.

Note:
● To switch to the receiver, press **[➘]**.

Operating the answering system

You can also operate the answering system by pressing dial keys on the handset.

Key	Operation
[▲] or **[v]**	Adjust the receiver/speaker volume
[1] or **[◄]**	Repeat message (during playback)[*1]
[2] or **[►]**	Skip message (during playback)
[4]	Play new messages
[5]	Play all messages
[8]	Turn answering system on
[9]	Stop playback[*2]

Key	Operation
[0]	Turn answering system off
[＊][4] or **[Erase]**	Erase currently playing message
[＊][5]	Erase all messages

*1 If pressed within the first 5 seconds of a message, the previous message is played.
*2 To resume operation, press a command key within 15 seconds, or the voice guidance will start.

Voice guidance

If you do not press any dial keys after the last message is played back, the handset's voice guidance starts. Operate the answering system by following the guidance as necessary.

Calling back (Caller ID subscribers only)

If caller information was received for the call, you can call the caller back while listening to a message.

1 Press **[Select]** during playback.
   ● To edit the number before calling back, press **[Edit]**, then edit the number (see step 3, "Editing a caller's phone number before calling back", page 29).
2 **[Call]**

Remote operation

Using a touch-tone phone, you can call your phone number from outside and access the unit to listen to messages or change answering system settings. The unit's voice guidance prompts you to press certain dial keys to perform different operations.

Remote access code

A 3-digit remote access code must be entered when operating the answering system remotely. This code prevents unauthorised parties from listening to your messages remotely. The default setting is **"111"**.

1 **[MENU]** → **[♯][3][0][6]**
2 Enter the desired 3-digit remote access code. → **[Save]** → **[OFF]**

Using the answering system remotely

1 Dial your phone number from a touch-tone phone.
2 After the greeting message starts, enter your remote access code.
   ● The unit plays back new messages.
3 Follow the voice guidance prompts as necessary or control the unit using remote commands (page 33).
4 When finished, hang up.

Voice guidance

During remote operation, the unit's voice guidance starts and prompts you to press **[1]** to perform a specific operation, or press **[2]** to listen to more available operations. Operations are presented by voice guidance in the following order:

– Play back all messages
– Play back new messages
– Record a message
– Erase all messages

Note:

● If you do not press any dial keys within 10 seconds after a voice guidance prompt, the unit disconnects your call.

Remote commands

You can press dial keys to access certain answering system functions without waiting for the voice guidance to prompt you.

Key	Operation
[1]	Repeat message (during playback)[*1]
[2]	Skip message (during playback)
[4]	Play new messages
[5]	Play all messages
[9]	Stop playback[*2]
[0]	Turn answering system off
[✱][4]	Erase currently playing message
[✱][5]	Erase all messages

*1 If pressed within the first 5 seconds of a message, the previous message is played.

*2 To resume operation, enter a remote command within 15 seconds, or the voice guidance starts.

Turning on the answering system remotely

If the answering system is off, you can turn it on remotely.

1 Dial your phone number.
2 Let the phone ring 15 times.
   ● The greeting message is played back.
   ● You can either hang up, or from a touch-tone phone you can enter your remote access code and begin remote operation (page 33).

Skipping the greeting message to leave a message

You can leave a message just as any outside caller can. Call your phone number from a touch-tone phone. When the answering system picks up, press **{✱}** to skip the greeting message and record your message after the beep.

Answering system settings

Number of rings before the unit answers calls

You can change the number of times the phone rings **"Ring count"** before the unit answers calls. You can select 2 to 7 rings, or **"Toll saver"**.
The default setting is **"4"**.

"Toll saver": The unit's answering system answers at the end of the 2nd ring when new messages have been recorded, or at the end of the 4th ring

when there are no new messages. If you call your phone from outside to listen to new messages (page 33), you will know that there are no new messages when the phone rings for the 3rd time. You can then hang up without being charged for the call.

1 **{MENU}** → **{♯}{2}{1}{1}**
2 **{▼}/{▲}**: Select the desired setting.
   → **{Save}** → **{OFF}**

For service provider voice mail subscribers

To receive voice mail and use answering system properly, please note the following:

● "Voice mail" is a service provided by your service provider/telephone company. You will need to first subscribe or activate this service through your service provider/telephone company. Contact your service provider/telephone company on how to operate this service and how you will be notified that you have messages on your voice mail.
   To use this service you will be required to leave your answering machine off on your unit.
   This will allow the voice mail to receive any messages.

● To use the unit's answering machine rather than the voice mail service provided by your service provider/telephone company, please contact your service provider/telephone company to have it removed or deactivated permanently or temporarily.
   Alternatively you can leave this service connected and change the **"Ring count"** to a shorter duration on your unit so your unit's answering machine can pick up the call prior to

the voice mail provided by your service provider/telephone company.

Caller's recording time

You can change the maximum message recording time allotted to each caller. You can also select **"Greeting only"** which sets the unit to greet callers but not record messages. The default setting is **"3min"**.

1 **[MENU]** → **[♯][3][0][5]**
2 **[▾]/[▴]**: Select the desired setting. → **[Save]** → **[OFF]**

Note:
● If you want to select **"Greeting only"**, follow the steps above and press **[0]** in step 2.
 You may create your own greeting-only message by following the steps on page 31.
 The unit plays the pre-recorded greeting-only message asking callers to call again if your own greeting-only message is not recorded.

Message alert

You can select whether or not the message indicator on the handset flashes slowly when new messages are recorded. The default setting is **"On"**.

Important:
● The message indicator will also flash slowly if there are new-recorded voice mail messages (page 36).

1 **[MENU]** → **[♯][3][4][0]**
2 **[▾]/[▴]**: Select the desired setting. → **[Save]** → **[OFF]**

Note:
● While message alert is on, battery operating time is shortened (page 14).

Voice mail service

Voice mail is an automatic answering service offered by your service provider/telephone company. After you subscribe to this service, your service provider/telephone company's voice mail system answers calls for you when you are unavailable to answer the phone or when your line is busy. Messages are recorded by your service provider/telephone company, not your telephone. Please contact your service provider/telephone company for details of this service.

Important:

● To use the voice mail service provided by your service provider/telephone company rather than the unit's answering system, turn off the answering system (page 30). For details, see page 34. (KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394)

Storing the voice mail (VM) access number

In order to listen to your voice mail messages, you must dial your service provider/telephone company's voice mail access number. Once you have stored your voice mail access number, you can dial it automatically (page 36).

1   **[MENU]** → **[♯][3][3][1]**

2   Enter your access number (32 digits max.). → **[Save]** → **[OFF]**

Note:

● When storing your voice mail access number and your mailbox password, press **[PAUSE]** to add pauses (page 16) between the access number and the password as necessary. Contact

your service provider/telephone company for the required pause time.

Example:

0222333444   PPPP   8888

VM access number   Pauses   Password

To erase the voice mail access number

1   **[MENU]** → **[♯][3][3][1]**

2   Press and hold **[Clear]** until all digits are erased. → **[Save]** → **[OFF]**

Listening to voice mail messages

If compatible with message indication signals provided by your service provider/telephone company, the unit lets you know that you have new voice mail messages in the following ways:

– **"New Voice Mail"** is displayed on the handset.

– The message indicator on the handset flashes slowly if message alert feature is turned on ("Message alert"; page 35).

1   Press **[🕿]**, then press **[VM]** within 15 seconds. OR
     [MENU] → **[♯][3][3][0]**
     ● The speakerphone turns on.

2   Follow the pre-recorded instructions.

3   When finished, press **[OFF]**.

Note:

● If **[VM]** is not displayed, the voice mail access number has not been stored. Store the number (page 36).

● If the handset still indicates there are new messages even after you have listened to all new messages, turn it off by pressing and holding **[OFF]** until the handset beeps.

Intercom

Intercom calls can be made between the following units:

KX-TG4382: between handsets
KX-TG4391: between the handset and base unit
KX-TG4392: between handsets, or
KX-TG4393 between the handset and
KX-TG4394 base unit

Note:

● If you receive an outside call while talking on the intercom, you hear 2 tones.
To answer the call with the handset, press **[OFF]**, then press **[➜]**.

● When paging a unit for an intercom call, the paged unit beeps for 1 minute.

Making an intercom call

Handset

■ **KX-TG4382/KX-TG4391**

1 **[INTERCOM]**
● To stop paging, press **[OFF]**.

2 When you finish talking, press **[OFF]**.

■ **KX-TG4392/KX-TG4393/ KX-TG4394**

1 **[INTERCOM]**

2 **[▾]/[▴]**: Select the desired unit. →
[Select]
● To stop paging, press **[OFF]**.

3 When you finish talking, press **[OFF]**.

Base unit

■ **KX-TG4391/KX-TG4392/ KX-TG4393/KX-TG4394**

1 **[INTERCOM]**
● All registered handsets beep.
● To stop paging, press **[INTERCOM]**.

2 When you finish talking, press **[INTERCOM]**.

Answering an intercom call

Handset

1 Press **[➜]** to answer the page.

2 When you finish talking, press **[OFF]**.

Base unit

■ **KX-TG4391/KX-TG4392/ KX-TG4393/KX-TG4394**

1 Press **[INTERCOM]** to answer the page.

2 When you finish talking, press **[INTERCOM]**.

Note:

● When the ringer volume for outside calls is set to off (page 17, 23), the handset and/or base unit rings at a low level for intercom calls.

Transferring calls, conference calls

Available for:
KX-TG4382/KX-TG4392/
KX-TG4393/KX-TG4394

Outside calls can be transferred between 2 handsets. 2 handsets can

have a conference call with an outside party.

1. During an outside call, press **[INTERCOM]** to put the call on hold.

2. Proceed with the operation for your model.
   - **KX-TG4382/KX-TG4392**
     Press the right soft key.
   - **KX-TG4393/KX-TG4394**
     [▼]/[▲]: Select the desired unit.
     → **[Transfer]**

3. Wait for the paged party to answer.
   - If the paged party does not answer, press **[➚]** to return to the outside call.

4. **To complete the transfer:**
   Press **[OFF]**.
   - The outside call is being routed to the destination unit.

   To establish a conference call:
   Press **[Conf]**.
   - To leave the conference, press **[OFF]**. The other parties can continue the conversation.
   - To put the outside call on hold, press **[HOLD]**. To resume the conference, press **[Conf]**.

Answering a transferred call
Press **[➚]** to answer the page.
Note:
- After the paging party disconnects, you can talk to the outside caller.

Handset locator

You can locate a misplaced handset by paging it.

1. **Base unit:**
   [LOCATOR]
   - The handset beeps for 1 minute.

2. To stop paging:
   Base unit:
   Press **[LOCATOR]**.
   Handset:
   - **KX-TG4381/KX-TG4382**
     Press **[OFF]**.
   - **KX-TG4391/KX-TG4392/ KX-TG4393/KX-TG4394**
     Press **[INTERCOM]**, then press **[OFF]**.

Note:
- When the ringer volume for outside calls is set to off (page 23), the handset rings at a low level for paging.

Wall mounting

Base unit

1 Lead the telephone line cord through the hole in the wall mounting adaptor in the direction of the arrow.
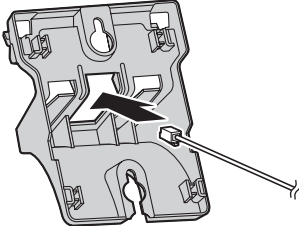
2 Tuck the telephone line cord inside the wall mounting adaptor (❶). Connect the AC adaptor cord and telephone line cord (❷).
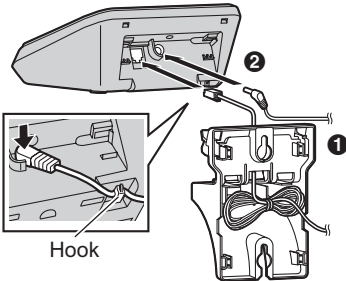
Hook

3 Insert the hooks on the wall mounting adaptor into the holes Ⓐ and Ⓑ on the base unit.
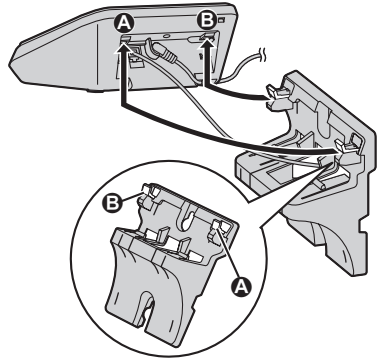
4 Adjust the adaptor to hold the base unit, then push it in the direction of the arrow until it clicks into place.
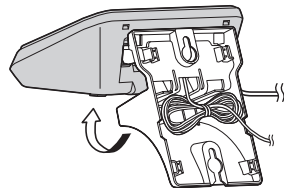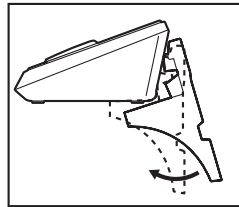
Wall mount template for the base unit

← 83 mm →
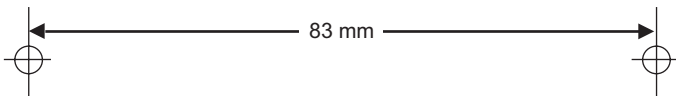
5 Connect the telephone line cord. Drive the screws (not included) into the wall. Mount the unit, and then slide it down. Connect the AC adaptor to power outlet (page 12).

(220–240V AC, 50/60 Hz)

Screws

83 mm

To socket
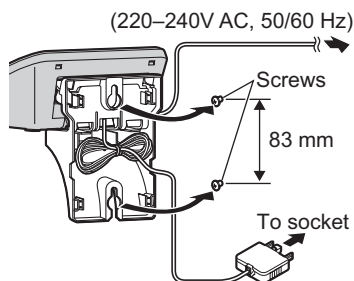
To remove the wall mounting adaptor

While pushing down the release levers (❶), remove the adaptor (❷).
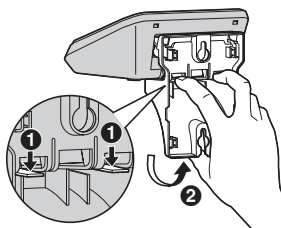
Charger

Available for:
KX-TG4382/KX-TG4392/
KX-TG4393/KX-TG4394

1 Drive the screws (not included) into the wall.

25.4 mm

Screws

(220–240 V AC, 50/60 Hz)
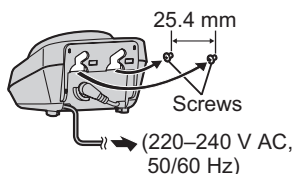
2 Mount the charger (❶), then slide it down (❷) and to the right (❸) until it is secure.
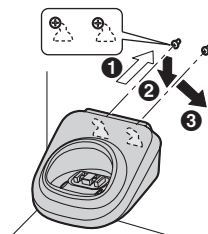
Belt clip

You can hang the handset on your belt or pocket using the supplied belt clip.

To attach the belt clip
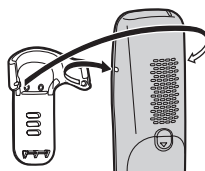
To remove the belt clip

Wall mount template for the charger

25.4 mm
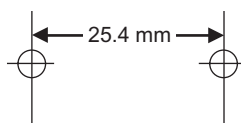
Error messages

If the unit detects a problem, one of the following messages is shown on the display.

Display message	Cause/solution
Busy or **System is busy. Please try again later.**	● The called handset[1] or base unit[2] is in use. ● Other units are in use and the system is busy. Try again later.[1] ● The handset you are using is too far from the base unit. Move closer and try again. ● The handset's registration may have been cancelled. Re-register the handset (page 46).
Check tel line	● The supplied telephone line cord has not been connected yet or not connected properly. Check the connections (page 12).
Don't use this battery.	● A wrong type of batteries such as Alkaline or Manganese was inserted. Use only the rechargeable Ni-MH batteries noted on page 5, 13.
Error!!	● The handset's registration has failed. Move the handset and base unit away from all electrical appliances and try again.
Insert battery	● The handset was placed on the base unit or charger without batteries. Insert the batteries properly (page 13).
Invalid	● There is no handset registered to the base unit matching the handset number you entered.[1] ● The handset is not registered to the base unit. Register the handset (page 46).
No link to base. Reconnect AC adaptor.	● The handset has lost communication with the base unit. Move closer to the base unit and try again. ● Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again. ● The handset's registration may have been cancelled. Re-register the handset (page 46).
Phonebook full	● The phonebook memory is full. Erase unnecessary entries (page 20).
Store VM access#	● You have not stored the voice mail access number. Store the number (page 36).

*1 KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394
*2 KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394

Troubleshooting

If you still have difficulties after following the instructions in this section, disconnect the base unit's AC adaptor, then reconnect the base unit's AC adaptor. Remove the batteries from the handset, and then insert the batteries into the handset again.

General use

Problem	Cause/solution
The unit does not work.	● Make sure the batteries are installed correctly (page 13). ● Fully charge the batteries (page 14). ● Check the connections (page 12). ● Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again. ● The handset has not been registered to the base unit. Register the handset (page 46).
I cannot hear a dial tone.	● The base unit's AC adaptor or telephone line cord is not connected. Check the connections. ● If you are using a splitter to connect the unit, remove the splitter and connect the unit to the wall socket directly. If the unit operates properly, check the splitter. ● Disconnect the base unit from the telephone line and connect the line to a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your service provider/telephone company.
The indicator on the handset flashes slowly.	● New messages have been recorded. Listen to the new messages (page 32).[*1] ● New voice mail messages have been recorded. Listen to the new voice mail messages (page 36).

*1 KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394

Programmable settings

Problem	Cause/solution
While programming, the handset starts to ring.	● A call is being received. Answer the call and start again after hanging up.

Battery recharge

Problem	Cause/solution
The handset beeps and/or ▭ flashes.	● Battery charge is low. Fully charge the batteries (page 14).
I fully charged the batteries, but ▭ still flashes or ▭ is displayed.	● Clean the charge contacts and charge again (page 14). ● It is time to replace the batteries (page 13).
I fully charged the batteries, but the operating time seems to be shorter.	● Clean the battery ends ($\oplus$, $\ominus$) and the charge contacts with a dry cloth, and charge again.

Making/answering calls, intercom

Problem	Cause/solution
Noise is heard, sound cuts in and out.	● You are using the handset or base unit in an area with high electrical interference. Place the base unit and use the handset away from sources of interference. ● Move closer to the base unit. ● If you use a DSL/ADSL service, we recommend connecting a filter (contact your DSL/ADSL service provider) to the telephone line between the base unit and the telephone line socket. Contact your DSL/ADSL provider for details.
The handset does not ring.	● The ringer volume is turned off. Adjust the ringer volume (page 23). ● Night mode is turned on. Turn it off (page 25).
The base unit does not ring.[*1]	● The ringer volume is turned off. Adjust the ringer volume (page 17).
I cannot make a call.	● The handset is too far from the base unit. Move closer and try again. ● If the above remedy does not solve the problem, set the dialling mode. Press **[MENU] [♯] [1] [2] [0] [Save] [OFF]**. ● The unit is not designed to be used with rotary/pulse dialling services.

*1 KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394

Caller ID

Problem	Cause/solution
Caller information is not displayed.	• You need to subscribe to Caller ID service. Contact your service provider/telephone company for details. • If your unit is connected to any additional telephone equipment such as a Caller ID box or cordless telephone line socket, plug the unit directly into the wall socket. • If you use a DSL/ADSL service, we recommend connecting a filter (contact your DSL/ADSL service provider) to the telephone line between the base unit and the telephone line socket. Contact your DSL/ADSL provider for details. • Other telephone equipment may be interfering with this unit. Disconnect the other equipment and try again.
Caller information is displayed late.	• Depending on your service provider/telephone company, the unit may display the caller's information at 2nd ring or later. • Move closer to the base unit.
Time on the unit is shifted.	• Incorrect time information from incoming Caller ID changes the time. Set the time adjustment to **"Manual"** (off) (page 24).

Answering system (KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394)

Problem	Cause/solution
The unit does not record new messages.	• The answering system is turned off. Turn it on (page 30). • The message memory is full. Erase unnecessary messages (page 31). • The recording time is set to **"Greeting only"**. Change the setting (page 35). • If you subscribe to the voice mail service, messages are recorded by your service provider/telephone company not your telephone. Change the unit's number of rings setting or contact your service provider/telephone company (page 34).

Problem	Cause/solution
I cannot operate the answering system.	• Someone is using the unit. Wait for the other user to finish. • A caller is leaving a message. Wait for the caller to finish. • The handset is too far from the base unit. Move closer.
I cannot operate the answering system remotely.	• You are entering the wrong remote access code. If you forgot the remote access code, store a new remote access code (page 33). • Press each key firmly. • The answering system is turned off. Turn it on (page 34). • You are using a rotary/pulse telephone. Try again using a touch-tone phone.
While recording a greeting message or listening to messages, the unit rings and recording stops.	• A call is being received. Answer the call and try again later.

Registration

Problem	Cause/solution
The handset registration may have been cancelled or the communication between the base unit and the handset is unstable.	● Re-register the handset. **1** **Handset: [MENU]** → **[♯][1][3][0]** **2** **Base unit:** **KX-TG4381/KX-TG4382** Press and hold **[LOCATOR]** for 4 seconds. (No registration tone) **KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394** Press and hold **[LOCATOR]** for 4 seconds until the registration tone sounds. – If all registered handsets start ringing, press the same button to stop. Then repeat this step. (KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394) – The next step should be completed within 90 seconds. **3** **Handset:** Press **[OK]**, then wait until a beep sounds. → **[OFF]** – While registering, **"Base registering"** is displayed on all handsets. (KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394) If the registration fails, try to deregister the handset. **KX-TG4381/KX-TG4391** Press **[MENU]** → **[♯][1][3][1]** → **[3][3][5]** → **[OK]** → **[1]**, then re-register it again. **KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394** Use another handset to deregister the unstable handset. Press **[MENU]** → **[♯][1][3][1]** → **[3][3][5]** → **[OK]** → **[1]**, **[2]**, **[3]** or **[4]** (The handset number which you want to cancel). Try to re-register it again. ● If the above remedy does not solve the problem, consult your nearest Panasonic service centre.

Liquid damage

Problem	Cause/solution
Liquid or other form of moisture has entered the handset/base unit.	● Disconnect the AC adaptor and telephone line cord from the base unit. Remove the batteries from the handset and leave to dry for at least 3 days. After the handset/base unit are completely dry, reconnect the AC adaptor and telephone line cord. Insert the batteries and charge fully before use.

Caution:
● To avoid permanent damage, do not use a microwave oven to speed up the drying process.

Instructions to customer

Installation
Attached to this apparatus is an approval label. This label is evidence that it is a
"Permitted Attachment" which has been authorised to be connected to your
telephone service.
Conditions relating to connection and operation of this Permitted Attachment are
contained in Telecommunications General By-Law 220 (5).
You are authorised to install this Permitted Attachment yourself by plugging it into the
line socket of any regular telephone. You may connect it in place of your existing
telephone or to any spare telephone socket installed in your premises.
To disconnect your existing telephone you must first remove its plug from the line
socket. You can then insert the plug of your Permitted Attachment into the socket and
use your equipment.
If the plug of your existing telephone cannot be readily removed, you will have to
remove the screw securing it. To do this proceed as follows:

1 Loosen screw "A" sufficiently to remove the socket cover. (See Fig. 1.)
2 Remove screw "B" and withdraw the plug. (See Fig. 2.)
3 Replace screw "B". (See Fig. 3.) Ensure that it screws completely into the socket
recess. (If the screw is too long, increase the hole depth or replace the screw
with one 5 mm shorter.)
4 Replace socket cover and tighten screw "A". (See Fig. 4.)

SOCKET   PLUG
SCREW "A"
Fig. 1
TELEPHONE CORD
(Connect to the PLUG as shown in Fig. 1.)

SCREW "B"
Fig. 2

SCREW "B"
Fig. 3

SCREW "A"
SOCKET
Fig. 4
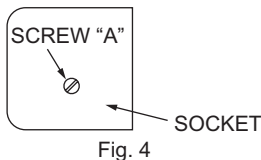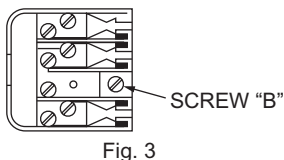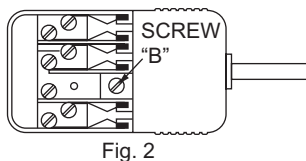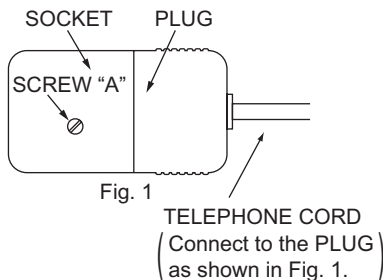
If you are satisfied with the operation of your telephone service after plugging in your Permitted Attachment, your installation is completed.

You will be unable to connect this Permitted Attachment if your telephone service consists only of a wall phone or an old style telephone which is not connected by means of a modern plug and socket. In such cases a new socket will need to be installed.

Should the Permitted Attachment not operate when plugged into a socket, it is either faulty or unsuitable for operation with your telephone service. It should be returned to the store where purchased or an Authorised Service Centre.

Service difficulties

If at any time a fault occurs on your telephone service, carry out the following checks before you call for service:

● Disconnect the Permitted Attachment and try using the service with the normal telephone.

● If the telephone service then operates satisfactorily, the fault is in your Permitted Attachment. Leave the Permitted Attachment disconnected and report the fault to its supplier or agent to arrange for repair.

● If when using the telephone the service is still faulty, report the fault to "Service Difficulties and Faults" for attention.

You are required to keep this Permitted Attachment in good working order while it is connected to your telephone service. Its construction or internal circuit must not be modified in any way without permission.

WARNING:

This cordless telephone system does not incorporate provision for secrecy of conversations. Appropriately tuned radio equipment and other cordless telephone systems in close proximity may be used by a third party to monitor and possibly interrupt conversations in progress when this system is on radio operation.

Specifications

General

Operating environment	5 °C – 40 °C
Frequency	5.76 GHz – 5.84 GHz

Base unit

Dimensions	Approx. height 63 mm × width 140 mm × depth 119 mm
Mass (Weight)	KX-TG4381/KX-TG4382 Approx. 170 g KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394 Approx. 220 g
Power consumption	KX-TG4381/KX-TG4382 Standby: Approx. 1.1 W Maximum: Approx. 4.0 W KX-TG4391/KX-TG4392/KX-TG4393/KX-TG4394 Standby: Approx. 1.2 W Maximum: Approx. 4.3 W
RF Transmission power	200 mW (max.)
Power supply	AC adaptor (220–240 V AC, 50/60 Hz)

Handset

Dimensions	Approx. height 156 mm × width 49 mm × depth 32 mm
Mass (Weight)	Approx. 130 g
RF Transmission power	200 mW (max.)
Power supply	AAA (R03) Ni-MH battery (2 × 1.2 V, 630 mAh)

Charger (KX-TG4382/KX-TG4392/KX-TG4393/KX-TG4394)

Dimensions	Approx. height 51 mm × width 75 mm × depth 88 mm
Mass (Weight)	Approx. 60 g
Power consumption	Standby: Approx. 0.5 W Maximum: Approx. 3.4 W
Power supply	AC adaptor (220–240 V AC, 50/60 Hz)

Note:

● Design and specifications are subject to change without notice.

● The illustrations in these instructions may vary slightly from the actual product.

Index

For your future reference

We recommend keeping a record of the following information to assist with any repair under warranty.

Serial No.	Date of purchase

(found on the bottom of the base unit)

Name and address of dealer

┌─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐

Attach your purchase receipt here.

└─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘

⚠ N52

‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖
TG4381 AL

PNQX1238ZA   CM0608PF0